Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Dec'22

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	7 Days	17	179	196	168	0	168	28
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	52	753	805	763	4	767	38
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		259	2353	2612	2316	0	2316	296

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopned due to the reasons at consumers end

ii) Rejected cases not considered

iii) There is no complaint category mentioned in DERC regulations as " Non- payment of dues by the consumer"